STATE of ARIZONA

Government Information Technology Agency	**Statewide STANDARD**	**TITLE: Maintenance**
	P800-S875 Rev 1.0	**Effective Date: April 5, 2004**

1. AUTHORITY

The Government Information Technology Agency (GITA) shall develop, implement and maintain a coordinated statewide plan for information technology (IT) (A.R.S. § 41-3504(A (1))) including the adoption of statewide technical, coordination, and security standards (A.R.S. § 41-3504(A (1(a)))).

2. PURPOSE

This standard defines budget unit responsibilities for both routine and exception maintenance activities for platform and network infrastructure hardware, operating system software, productivity software, and software application systems.

3. SCOPE

This applies to all budget units. Budget unit is defined as a department, commission, board, institution or other agency of the state organization receiving, expending or disbursing state funds or incurring obligations of the state including the board of regents and the state board of directors for community colleges but excluding the universities under the jurisdiction of the board of regents and the community colleges under their respective jurisdictions and the legislative or judicial branches. A.R.S. § 41-3501(2).

The Budget Unit Chief Executive Officer (CEO), working in conjunction with the Budget Unit Chief Information Officer (CIO), shall be responsible for ensuring the effective implementation of Statewide Information Technology Policies, Standards, and Procedures (PSPs) within each budget unit.

4. STANDARD

The following standards provide requirements that help to ensure continued operation of IT resources through preventive, periodic maintenance of platform and network infrastructure hardware, operating system software, productivity software, and software applications, including installation of hardware/firmware, software, and application system updates as well as fixes and patches.

4.1. CONFIGURATION DOCUMENTATION: Budget units shall document and keep current the platform and network infrastructure, operating system software, software application, and related software configurations of critical systems. (See *Statewide Standard P800-S815, Configuration Management*, for additional requirements.)

- Budget units shall establish a formal change control procedure to govern the installations of, and changes to hardware and software associated with critical systems.
- Change control shall include, as a minimum, a detailed description of the proposed change, reason for change, the customer impact, outage time

required, backout/recovery plan, and identification of the resource(s) making the change.

- Change control should ensure that maintenance-related changes do not unintentionally or unknowingly diminish established security.
- Change control shall ensure that all applicable security settings are not reset to factory-default and are, at a minimum, sustained at current levels.

4.2. SECURITY OF DATA DURING MAINTENANCE OPERATIONS: Sensitive data stored on systems being sent offsite for repair or maintenance operations shall be removed from the storage media in accordance with *Statewide Standard P800-S880, Media Sanitizing/Disposal*.

4.3. PHYSICAL ACCESS: Access to critical system hardware and software, wiring, and networks shall be restricted to personnel authorized by the budget unit and controlled by rules of least privilege required to complete the assigned task.

- A log of repairs and/or diagnostics that were performed and by whom shall be established and maintained.
- Access control requirements specified in *Statewide Standard P800-S885, Physical Security*, limit physical access to facilities housing critical systems.

5. DEFINITIONS AND ABBREVIATIONS

Refer to PSP Glossary of Terms located on the GITA website at http://www.azgita.gov/policies_standards/ for definitions and abbreviations.

6. REFERENCES

6.1. A. R. S. § 41-621 et seq., "Purchase of Insurance; coverage; limitations, exclusions; definitions."
6.2. A. R. S. § 41-1335 ((A (6 & 7))),"State Agency Information."
6.3. A. R. S. § 41-1339 (A),"Depository of State Archives."
6.4. A. R. S. § 41-1461, "Definitions."
6.5. A. R. S. § 41-1463, "Discrimination; unlawful practices; definition."
6.6. A. R. S. § 41-1492 et seq., "Prohibition of Discrimination by Public Entities."
6.7. A. R. S. § 41-2501 et seq., "Arizona Procurement Codes, Applicability."
6.8. A. R. S. § 41-3501, "Definitions."
6.9. A. R. S. § 41-3504, "Powers and Duties of the Agency."
6.10. A. R. S. § 41-3521, "Information Technology Authorization Committee; members; terms; duties; compensation; definition."
6.11. A. R. S. § 44-7041, "Governmental Electronic Records."
6.12. Arizona Administrative Code, Title 2, Chapter 7, "Department of Administration Finance Division, Purchasing Office."
6.13. Arizona Administrative Code, Title 2, Chapter 10, "Department of Administration Risk Management Section."
6.14. Arizona Administrative Code, Title 2, Chapter 18, "Government Information Technology Agency."

6.15. Statewide Policy P100, Information Technology.
6.16. Statewide Policy P800, IT Security.
6.16.1. Statewide Standard P800-S815, Configuration Management.
6.16.2. Statewide Standard P800-S880, Media Sanitizing/Disposal.
6.16.3. Statewide Standard P800-S885, IT Physical Security.
6.17. State of Arizona Target Security Architecture, http://www.azgita.gov/enterprise_architecture.

7. ATTACHMENTS

None.